



STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
INFORMATION TECHNOLOGY SERVICES DIVISION



Brian Schweitzer
Governor

State Of Montana

Department of Justice Biennial Report

FOR FY2010

STATE OF MONTANA

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EXECUTIVE SUMMARY

The Department of Justice Information Technology Services Division (JITSD), in concert with numerous government and vendor partners, has implemented major information technology (IT) solutions in support of various Justice Community missions and business objectives.

The Montana Highway Patrol Integrated Public Safety System (SmartCop) has been fully deployed and the information and situational awareness provided by this system continues to be essential to Montana Highway Patrol (MHP). MHP also began testing of a roadside payment system that allows citizens to pay traffic tickets with a swipe of their credit card at the time of the infraction. The Montana Enhanced Registration Licensing Integrated Network (MERLIN) system has been implemented and is in operation and continues to be optimized. MERLIN print times have been reduced from two minutes to less than five seconds along with other numerous features that have been implemented. The Integrated Justice Information Sharing Broker (IJIS Broker) and the Criminal Justice Information Network (CJIN) continue to provide vital information among and between various law enforcement and justice community partners. Numerous other systems and programs that require IT support and systems have also been successfully deployed.

This biennial report is based on the 2008 DOJ IT plan that was drafted but never completed nor approved. The 2010 plan was significantly changed in form and content and was subsequently approved.

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

1 Goals

Goal Number 1:

ITG 1 Supporting Criminal Justice and Law Enforcement Communities through IT

Description: The department will utilize information technology to support the criminal justice community as well as the law enforcement community.

Benefits: What benefits are realized and who realizes the benefits? The benefits are superior service and availability of information technology services; utilizing the department's state-of-the-art data center with high availability (HA) and disaster recovery (DR); integrated IJIS Broker; blade center technology; and cost effective and efficient environmental systems. Our leading edge technologies support our federal and local partners.

Does this goal support the State IT Strategic Plan? If so, how? The DOJ's IT goals fully support the IT plan to better serve the citizens and customers of the state of Montana.

Supporting Objective/Action

ITO 1-1 Criminal Justice Information Network (CJIN)

Accomplishments: 95% of CJIN is complete and the remaining 5% is on-going operations and maintenance and addition and deletion of sites. During the course of the biennium, various sites have been added and deleted for a net gain of approximately 330 CJIN terminals throughout the State, including 226 SmartCop terminals that were deployed in FY09.

Status: Substantially completed.

Supporting Objective/Action

ITO 1-2 Montana Highway Patrol Integrated Public Safety System (SmartCop)

Accomplishments: 100% of the SmartCop project has been completed and is now in the on-going maintenance phase.

Status: Complete.

Supporting Objective/Action

ITO 1-3 MIEX

Describe the business requirements or business problem driving this objective: MIEX is an information sharing application used by law enforcement agencies at the federal, state, and local levels for the sharing of intelligence data.

Accomplishments: Project was cancelled.

Status: Cancelled.

Supporting Objective/Action

ITO 1-4 Electronic Citations (e-Citation)

Accomplishments: 90% of this objective has been completed. The development and testing is complete and implementation in one county is being conducted in order to ensure the system and business processes work together. Once implementation testing is complete and satisfactory, this functionality will roll out to the remaining counties.

Status: Substantially complete.

Supporting Objective/Action

ITO 1-5 POST

Accomplishments: 80% of this objective is complete. JITSD is currently writing a web application to support the requirements of POST.

Status: Substantially complete.

Goal Number 2:

ITG 2 IJIS Broker

Description: The IJIS Broker is a DOJ initiative, with partners such as courts, corrections, local and federal agencies, which facilitates the exchange of justice information between disparate systems.

Benefits: What benefits are realized and who realizes the benefits? The benefits realized are numerous and include, but are not limited to, the following: The information exchanged between disparate systems will be more timely, accurate, secure, and relevant. These interconnected systems include motor vehicle information, criminal history information, crime victim information, and other federal, state, and local justice information.

Does this goal support the State IT Strategic Plan? If so, how? This DOJ goal fully supports this objective in keeping with the state's IT plan to better serve the citizens and customers of the state of Montana.

Supporting Objective/Action

ITO 2-1 Crime Victim Notification (CVN)

Accomplishments: 75% of this project is complete. CVN is in pilot and project to be completed within six months.

Status: Substantially complete.

Supporting Objective/Action

ITO 2-2 Hope Card

Accomplishments: 100% of the HOPE Card project has been completed and operations and maintenance are in place.

Status: Complete.

Supporting Objective/Action

ITO 2-3 State, Regional & Federal Enterprise Retrieval System (SRFERS)

Accomplishments: 100% of SRFRES has been completed.

Status: Complete.

Goal Number 3:

ITG 3 MERLIN

Description: The MERLIN project is the integration of all MVD data into a customer-centric platform which takes advantage of state-of-the-art technology.

Benefits - What benefits are realized and who realizes the benefits?: Each citizen within the state will appear one time in the database, which means that address corrections, mailings, and other types of communications will simultaneously be updated for all uses of the system. The updating process will be fast, accurate, and take less time to adjust, correct, or change.

Does this goal support the State IT Strategic Plan? If so, how?: In keeping with the state IT plan to better serve the citizens and customers of Montana, the DOJ's IT goals fully support this objective.

ITO 3-1 ARTS/ACAM

Accomplishments: 100% of the MERLIN ARTS/ACAM is complete

Status: Complete.

ITO 3-2 ADS

Accomplishments: 0% of the ADS is complete as DOJ focused on completing ARTS/ACAM before beginning work on ADS. Currently there is an analysis being conducted to ensure the solution proposed under the original requirements is still valid and if so, to produce a project plan for the ADS implementation.

Status: Delayed.

ITO 3-3 DL System

Accomplishments: 90% complete. The facial recognition portion of the project is currently in development and test.

Status: Substantially complete.

SECTION 2: IT INITIATIVES STATUS UPDATE

Initiatives

Initiative 1: Radio Technician Interoperability Montana Project

Description: The Montana Highway Patrol (MHP) requests an additional 5.00 FTE and an appropriation of \$1,264,620 for personal services, operations and equipment to enhance and support the statewide microwave system that is being developed. In cooperation with the Department of Military Affairs, the United States Air Force, and Malstrom Air Force Base, the MHP is a critical participant in the interoperability Montana project. MHP is charged with maintaining the current and proposed statewide microwave system. Duties that MHP will assume are to insure that microwave equipment purchased will provide the necessary band width for the project and insure that each participating agency has the necessary band width to carry its traffic. The MHP is responsible for system monitoring through the ProVision network management system, and will conduct regular site visits for the purpose of maintaining the digital microwave system. Minor radio alarms will be responded to within 24 hours, dependent upon site accessibility. MHP will perform, at a minimum, annual routine maintenance on the microwave system and will be responsible for repair costs on microwave equipment on which warranties have expired. MHP will provide support and repair services in the event of a system failure, holding to a 4-hour response time to all critical radio alarms, depending on site accessibility and weather conditions. MHP's role in this project will increase the number of sites currently maintained from 90 to approximately 600. In order to meet the mandates of the project MHP will require a minimum of one technician in each district.

EPP Number (if applicable): 1302 & IT Project Request #141

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Canceled

Funding (funded, not funded, or partially funded): Moved to DOA as part of the Interoperability of Montana Project

Initiative 2: Funding for 3 additional FTEs to adequately handle the increased demands for IT Development and maintenance associated with the MERLIN, CTS, Viisage, IJIS Broker, and other projects.

Description: The Justice Information Technology Services Division (JITSD) requests 3.00 FTE computer programmers, and funding of \$483,128, in the Application Services Bureau (ASB) to handle the increased demands for IT development and maintenance associated with the MERLIN, CTS, Viisage, IJIS Broker, and other projects. This bureau is experiencing personnel resource shortfalls which are impacting its ability to provide top quality customer service. As we continue to successfully develop and implement IT solutions, as a result of growing state and federal mandates, our customers see we can help them succeed, and therefore, continue to request additional IT solutions.

EPP Number (if applicable): 2903

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 3: Additional FTE for DCI IT Support

Description: The Division of Criminal Investigations (DCI) requests 1.00 FTE computer specialist, pay band 5, and funding of \$133,199 to support its technology needs. This FTE will work closely with the Justice Information Technology Division's Support Services Bureau (SSB) as the dedicated IT tech for DCI. Currently the SSB is short on personnel resources needed to provide top quality customer service to DCI which has, and continues to implement numerous, highly technical IT solutions in its crime fighting efforts. The SSB provides all facets of computer software and hardware deployment and support to every DOJ division in all locations across the state. As we continue to successfully implement IT solutions, in response to increasing state and federal mandates, customers see that information technology helps them succeed, and requests for ever-increasing IT projects continue to be asked for. Presently, the DCI division has numerous needs for IT which are stressing the currently available resources in the IT area.

EPP Number (if applicable): 1813 & IT Project Request #143

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 4: In Car Mobile Data Solution

Description: The MHP is requesting \$1,200,000 as an OTO for the 2011 biennium to acquire 150 mobile data laptop computers along with a new computer aided dispatch system in order to streamline the division operations from field forces to records management. This acquisition of laptops and associated hardware/software will allow the Highway Patrol to complete the project and implement a total Information technology solution.

EPP Number (if applicable): 1301 & IT Project Request #144

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 5: Additional FTE for FSD IT Support

Description: Information Technology Specialist: The crime laboratory is dependent on a number of information technology programs that require more on-site attention than we currently receive from an IT specialist. Out of necessity the forensic scientists have performed double duty to provide the necessary IT services in the lab, which takes them away from their scientist jobs.

The IT systems, networks, and projects on-site, that require a dedicated IT specialist for operation and maintenance include: laboratory information management system, Justice Trax, Combined Offenders DNA Information System (CODIS), National Integrated Ballistic Information Network (NIBIN), Automated Fingerprint Information System (AFIS), DNA lab PCR program, laboratory wireless access points in laboratory areas, specialized imaging workstation in impression

evidence lab, laboratory instruments with computer chemical stations - 15 sites, medical examiner specialized computer transcription program, personal computers and copiers - (serving 31.5 FTE).

EPP Number (if applicable): 3204 & IT Project Request #145

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 6: Computer Crime Unit Equipment Replacement

Description: The Division of Criminal Investigation requests \$40,000 in general fund for the 2011 biennium to purchase new equipment and software for the computer crime unit. This appropriation will allow the computer crime unit to keep current with technology and fund increasing costs of storage and operations.

EPP Number (if applicable): 1809 & IT Project Request #146

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 7: Pay Adjustment for Difficult Recruitment

Description: The Information Technology Services Division requests approximately \$208,300 additional unallocated personal services funding in the 2011 biennium for pay exceptions for its IT staff. A 5% general fund increase in salary rates is desired for all Department of Justice (DOJ) /IT staff, above and beyond anything that is, or will be, approved by the 2009 Legislature. The budget impact for this proposal will be associated with personal services for both FY 2010 and FY 2011.

EPP Number (if applicable): 2901 & IT Project Request #147

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 8: Increase for Computer Replacement

Description: The Justice Information Technology Services Division (JITSD) requests \$100,000 of general fund in the 2011 biennium to support replenishment of the department's computer replacement program. The fund for computer replacements was cut in half three sessions ago, and the department has been forced to make decisions, regarding the numbers and functionality of replacement PC's and other desktop IT equipment, that while not always being conducive to good business practices, have been necessary given the shortage of funding for this purpose. While the price and quality of equipment continues to increase, this budget has remained static for the last eight years, requiring employees to utilize antiquated equipment to solve cutting edge problems.

EPP Number (if applicable): 2904 & IT Project Request #148

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 9: Statewide County Attorney Case Management System

Description: The Legal Services Division (LSD) requests one-time funding of \$2 million in the 2011 biennium for the procurement of a state-wide county attorney case-management system. While working on the SAVIN and Enterprise Exchange aspects of the IJIS Broker Project it became apparent that the county attorneys do not have a common system for their work which can seamlessly interfaces with other law enforcement and justice entities. Montana would benefit by having all county attorneys on a common case-management system. This would allow for improved communications between law enforcement and the county attorneys. It would also allow for better management of offenders, cases, and victims. With a common case-management system the county attorneys would be able to utilize the IJIS broker and could gather and disseminate case related information more efficiently, thus saving time and improving aspects of the criminal justice system; from victim notification to investigations, as well as criminal history research. This request would include the development of a uniform judgment form as well as links to the courts for calendars, electronic filings, hearing results, and restitution.

EPP Number (if applicable): 106 & IT Project Request #149

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 10: Crime Lab Request for Equipment

Description: The State Crime Lab relies on highly sophisticated, expensive instrumentation for much of the analysis it does. The lab has more than 44 different instruments, which range in cost up to \$200,000. The Forensic Science Division requests a 2011 biennial appropriation of \$298,000 for equipment replacements and purchases. A biennial appropriation would allow for the instruments to be acquired early in the biennium and put into use as soon as possible. At this time it is planned that \$170,000 would be spent in FY 2010 and \$128,000 FY 2011.

Gas Chromatograph with a Mass Selective Detector (GC/MS)

These instruments are used in the Chemistry and Toxicology Section of the lab to detect the presence of specific drugs. Typically, these instruments are replaced after about five or six years, and the Montana lab has had some of its instruments for more than seven years. If repairs are needed, it can be difficult to find replacement parts. Also, new instruments are faster and more sensitive. FY 2010 Cost: \$95,000

Gas Chromatograph with a Headspace Sampler

This instrument is used in the Toxicology Section for the analysis of blood samples submitted for the presence of alcohol. The primary users are law enforcement agencies, relative to traffic death investigations and driving under the influence of alcohol. County coroners also submit approximately 100 blood cases per month and these are all analyzed for the presence of alcohol at the time of death. FY 2010 Cost: \$75,000

Thermal Cyclers

These instruments are used in the amplification of DNA, a method of replicating DNA until there is an adequate sample to test. The lab has three thermal cyclers, and with two of them, the sensitivity is inconsistent, forcing the lab to re-run samples. With the workload in this area of the laboratory it is necessary to have four instruments running at the same time. This request would replace one instrument. FY 2011 Cost: \$8,000

Robotic Workstation

This instrument would be used in the DNA/Serology Section of the laboratory. It will allow the scientists to process cases requiring DNA analysis much more rapidly with less chance of error or contamination. FY 2011 Cost: \$120,000

EPP Number (if applicable): 3203 & IT Project Request #150

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Funded

Initiative 11: MLEA Records Management Assistant

Description: The Division of Criminal Investigation requests \$110,419 for the 2011 biennium for a 1.00 FTE records assistant, with operating budget and software. The Montana Law Enforcement Academy (MLEA) requests a records management assistant to implement and maintain a records management system to track all MLEA class participation. Currently all records are maintained in paper form. An OTO expense of \$20,000 will be needed in the first year of the biennium for a Records Management Software.

EPP Number (if applicable): 1808 & IT Project Request #151

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Not funded

Initiative 12: Continue OTO Appropriation GCD

Description: This decision package requests \$100,000 state special revenue funding in the Gambling Control Division as a one-time-only, biennial appropriation, to enhance the web entry system that is being used by a larger proportion of gambling operators than was anticipated. The division will initiate a planning process with customers to improve functionality and convenience. The improvements may require changes to the data base (GenTax) or web interface (MII).

EPP Number (if applicable): 702 & IT Project Request #152

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Need is on-going

Funding (funded, not funded, or partially funded): Funded

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

None